

School of Arts, Languages & Cultures

Student Support & Guidance Office

Sara Latham

Who are we?

Student Support & Guidance Team:

Sara Latham, Student Support & Guidance Manager

Fiona Hallard, Student Support & Guidance Coordinator

Bernadette Cunnane, Student Support & Guidance Administrator

Hannah Brookfield, Student Support & Guidance Administrator

Katie O'Donnell, Student Support & Guidance Administrator and
Disability Coordinator for UG and PGT students

Where are we?

Main office:

**Room A15, Ground Floor,
Samuel Alexander Building**

Open 10am-4pm Monday to Friday

What do we do?

We are a School support service for students in the School of Arts, Languages and Cultures only.

There are more than 5,000 UG and PGT students in the School.

About 1000 (i.e. 1:5) of our students are registered with the Disability Advisory and Support Service (DASS).

We receive over 2,000 applications for mitigating circumstances per year.

What do we do?

We can provide advice, help and support on different types of issues and problems including:

- Appeals
- Attendance issues
- Complaints
- Disability support queries
- Interrupting your programme of study
- General support issues or concerns (e.g. health affecting your studies)
- Mitigating circumstances
- Withdrawing from your programme of study

What do we do?

We can also help you to access these University services:

Counselling Service (5th Floor, Crawford House)

Disability Advisory and Support Service (2nd Floor, Uni Place)

The Atrium (1st floor, Uni Place)

Students' Union Advice Centre (Students' Union)

Student Services Centre (John Owens' Building) (council tax exemption, tuition fees, student loans)

See links in My Manchester for more details.

What we don't do..

You will need to contact your Programme Administrator for issues or queries concerning:

- Your timetable
- Selecting course units
- Submitting coursework
- Changing your degree programme
- Transcripts

A bit more about..

The Disability Advisory and Support Service (DASS)

Help current students who have a disability to access the support that they need.

<http://www.dass.manchester.ac.uk/who-do-we-support/current-students/>

What is a Disability?

The definition of disability is any condition which has a significant, adverse and long-term effect on a person's ability to carry out normal day-to-day activities.

DASS see students with a range of difficulties including, but not limited to:

- autism spectrum disorders or Asperger's syndrome
- dyslexia, dyspraxia and other specific learning difficulties
- mental health difficulties
- mobility impairments
- sensory impairments
- unseen disabilities like epilepsy, HIV, AIDS and chronic fatigue

A bit more about..

Mitigating Circumstances

What are they?

Mitigating circumstances are defined as ‘personal or medical circumstances which are unforeseeable and unpreventable that could have a significant adverse effect on your academic performance’.

How do I apply?

Online application via the School student intranet:

<http://www.alc.manchester.ac.uk/studentintranet/support/mitigatingcircumstances/>

NB: Ensure you apply in advance of a submission deadline or, if you have a compelling reason why you cannot do so, within a week of the deadline.

A bit more about..

Mitigating Circumstances

IT Failure

Please note that IT failure (i.e. failure, loss or theft of a computer/laptop/printer) which prevents the submission of work on time is not accepted as grounds for mitigating circumstances. Students are advised to back up all work regularly using their University P drive and not leave the completion of work so late that they are unable to use an alternative computer or printer.

Further information on your P drive is available here:

<http://www.itservices.manchester.ac.uk/our-services/my-it/file-storage/>.

We strongly encourage you to save work to your P drive, instead of a removable storage device which could be corrupted/lost/stolen.

General Help and Support

If you are having problems, please let us know. It is very important to come forward as soon as you can.

Come to see us (Room A15) or email us at: salc-StudentSupport@manchester.ac.uk.

Appointments are not necessary, but you can contact us to arrange to see us at a fixed time if you prefer.

We also recommend that you contact your Academic Advisor.

Our webpages (inc. online mitigating circumstances form):
<http://www.alc.manchester.ac.uk/studentintranet/support/contact/>

And finally...

You will probably find that we have dealt with most situations before, so we can help and if we can't we usually know who can.